



## NORTH CAROLINA COMMISSIONER OF BANKS NON - DEPOSITORY ENTITIES DIVISION

# Regulatory Newsletter

Volume 2, Issue 1

April 19, 2010

### Charlie's Corner

By Charlie Fields, Jr. Director

Dear Licensee,

As we progress through 2010, the N.C. Office of the Commissioner of Banks ("NCCOB") is continuing its interstate collaboration in the regulation of mortgage companies and consumer financial services providers. During 2009, the NCCOB participated in several joint examinations in both divisions resulting in multi-state enforcement actions, and we are increasing our participation this year. Our goals are to increase uniformity with other state regulatory agencies, modernize our processes, and increase our regulatory effectiveness. This should result in our licensees and registrants benefitting from the increase in uniformity, modernization, and effectiveness amongst the states relating to both licensing and examinations. Submit any input regarding this effort or other issues to our agency at [mortgage@nccob.gov](mailto:mortgage@nccob.gov).

Regards,

Charlie Fields, Jr.  
Director, Non-Depository Entities

### Mortgage Examinations

By Charlie Fields, Jr. Director

#### *Bona fide Discount Points*

Chapter 24 of the NC General Statutes (N.C.G.S. § 24-1.1A(c)(1)(b)) permits discount points on loans, but only to the extent the discount points are paid for the purpose of reducing, and in fact result in a bona fide reduction of the interest rate or time-priced differential. Charging loan discount points that do not result in a bona fide reduction of the interest rate would not be considered acting in good faith as required by N.C.G.S. § 53-244.111(8). Proper documentation should be maintained in order to support that the loan discount points charged, actually reduced the borrower's interest rate. Proper documentation would include, but not be limited to: company rate sheets, investor purchase advices and rate sheets, methodology used to determine how a company establishes its base interest rates and discount points against industry market rates, and materials used to train mortgage loan originators how to communicate and

*(Examinations continued on page 2)*

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## Mortgage Licensing Updates

By Teresa Browning,  
Assistant Director



This Article is intended to discuss the NCCOB's position regarding net branching and to remind branch managers of their ongoing, individual duties under the North Carolina Safe Licensing Act "NC SAFE" with regard to the management of a branch.

In [Declaratory Ruling 2003-01](#), the Commissioner held that each licensed company must have a qualifying individual (FKA "managing principal") "who operates the business under that person's full charge, control, and supervision". Similarly, each branch must also have a branch manager who is responsible for the operations of his or her branch. The Commissioner has held that mortgage brokers and lenders may not attempt to shift such responsibility or control away from these supervisory individuals. Similarly, liabilities for the company's operation cannot be passed on to its branch managers or mortgage loan originators ("MLOs"). As such, branch managers and/or MLOs should not be required to contractually obligate themselves for branch expenses, such as leases, telephones, utilities, and advertizing or for ownership of branch personally, including bank accounts for the operating expenses. Moreover, such employees should not be required to indemnify the corporation.

Additionally, in order to maintain adequate control, MLOs are required to work from a licensed branch location under the supervision of an experienced branch manager or qualifying individual. Any location from which a MLO routinely transacts mortgage related business on behalf of a licensed mortgage lender or broker must be licensed as a branch office pursuant to N.C.G.S. §§ 53-244.030(4) and 53-44.090(b). Allowing MLOs to operate outside the direct supervision of a branch manager or qualifying individual may be deemed a violation of N.C.G.S. § 53-244.040(e) and may also constitute impermissible net-branching in direct violation of the Commissioner's Declaratory Ruling 2003-01.

Branch Managers should ensure the following:

1. All MLOs physically report to licensed branches. Any location from which one or more of your MLOs routinely receives or makes business related phone calls, send or receives faxes is considered a branch, and must be licensed.
2. Branch managers, or other duly appointed representatives, should regularly meet with MLOs to address questions or concerns and to conduct performance reviews.
3. Branch managers, or other duly appointed representatives, should regularly review a portion of their MLOs' loan files for compliance.

If you have any questions or concerns about the manner in which your branch's expenses are being handled, we would encourage you to contact our office to discuss the situation further.

Email concerns to: [mortgage@nccob.gov](mailto:mortgage@nccob.gov) .

*(Examinations continued from page 1)*

explain discount points to applicants. At a minimum, licensees and their control person(s) found to have committed such violations would be required to refund all discount points collected and be subject to civil money penalties of up to \$25,000 per violation.

## Regulatory Updates

By Charlie Fields, Jr.  
Director



### Residential Manufactured Housing Origination Activity

In order to bring North Carolina's mortgage lending laws into compliance with the new federal minimum standards, the General Assembly of North Carolina enacted the North Carolina Secure and Fair Enforcement Mortgage Licensing Act ("[NC SAFE Act](#)"). As of July 31, 2009, a Mortgage Loan Originator license is required for any individual who:

1. Takes a residential mortgage loan application or offers or negotiates terms of a residential mortgage loan,
2. Accepts or offers to accept applications for mortgage loans,
3. Solicits or offers to solicit a mortgage loan,
4. Negotiates the terms or conditions of a mortgage loan, or
5. Issues mortgage loan commitments or interest rate guarantee agreements to prospective borrowers.

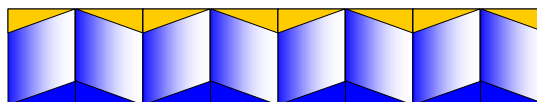
The intent of the federal requirements is that anyone who works with a person to get a mortgage loan, including a chattel mortgage secured exclusively by a residential manufactured home, must have a Mortgage Loan Originator license. **Thus, manufactured housing dealers and their employees who wish to assist buyers in securing mortgage loans will need to be licensed.** Salespeople and employers need to understand this rule because engaging in the mortgage business without a license can subject the individual and the company to significant fines, in addition to potential criminal penalties.

It is a prohibited act under N.C.G.S. § 53-24.111(4) to pay, receive, or collect in whole or in part any commission, fee, or other compensation for broker-

ing or servicing a mortgage loan in violation of the NC SAFE Act, including a mortgage loan brokered or serviced by any unlicensed person.

Lenders and Brokers have responsibility to maintain internal controls to ensure compliance with North Carolina licensing requirements. It is the responsibility of all licensees involved in the lending process to ensure that individual originator licensing activity complies with the NCSAFE Act.

**Please review** a recent article from the NC Office of the Commissioner of Banks that was published in the [February/March 2010 NC Manufactured & Modular Housing Association newsletter](#) for more specific information to use when working with manufactured housing dealers and their salespeople.



## Consumer Industries

By Branton Grimes,  
Financial Program Manager



### Consumer Finance/Non-Filing Insurance, Part 2

In the previous newsletter, I discussed the criteria of a valid non-filing insurance claim. Equally as important are the steps taken after a claim is paid. OCOB will issue more detailed information on this subject in the near future. In the meantime, examiners will review consumer finance lender policies and procedures regarding non-filing insurance in closer detail, and provide guidance through the report of examination.

After a claim is paid, the following actions should be taken by our licensee:

- a. Each account transaction history shall reflect the full non-filing insurance claim amount posted to the balance effective the date claim proceeds were received.
- b. Cease any efforts to collect on any loans that were paid in full by an insurance claim.
- c. To the extent that a licensee prospectively makes, and is paid in full on, any lawful claims under a policy of non-filing insurance, the licensee is requested to provide the borrower written notice that the claim has been made, paid in full, and is subject to the insurance company's subrogation rights, and that any future payments that the borrower makes must be made to the carrier directly, and not through the licensee.
- d. Immediately cancel of record the judgments against borrowers, the underlying debts of which have been paid by way of insurance claim.
- e. All account adjustments made shall be reported to each credit bureau accordingly.

When a non-filing claim is paid in full by the insurer, the loan debt between the borrower and licensee is satisfied. At that point, the licensee is not entitled to receive any additional payments from the borrower arising out of the loan, and the loan should be closed. At the same time, however, a right of subrogation arises by operation of law, and by virtue of the contract

with the licensee, when the claim is paid. In other words, the insurer now has a claim against the borrower for recovery of the actual monies paid to the licensee in satisfaction of a claim.

Collecting or forwarding payments for the insurance company is considered "other business" subject to N.C. G.S. 53-172(a) of the Consumer Finance Act, thereby prohibited. In addition, this practice would likely be considered contrary to best interests of the borrowing public.

We are requesting all licensees to review and revise their policies and procedures to address these issues to ensure accounts are handled properly according to the insurer/lender contract and applicable law. We understand this could mean significant policy changes for some licensees and we appreciate your cooperation and efforts to this end.

## Check Cashing License Renewals

By Rodney Oldham,  
Financial Program Manager



Online check-cashing renewals will begin on July 15, 2010 and will continue through September 30, 2010. It is important to note that in addition to the renewal of the license, a notice of fees must also be filed at the time of your renewal. We are currently working on implementing the automation of the notice of fees portion. We will notify you when this feature is available.

Additionally, we are trying to send as much correspondence as possible by email. Therefore, please make sure that we have your current email address information.

To update or change your email address, login to the check-cashing system. Click on the link "update email", make changes and save.

## Education Updates

By Mary DesChamps, Education Director



### PE and Test Certification Update

**Hoorah!!! Certification is almost complete.** The deadline to meet SAFE Act Pre-licensing education (PE) requirement ended December 31, 2009. MLOs that have met the 20 hour PE requirement are SAFE Act PE compliant.

MLOs that have taken and passed the North Carolina test (PSI exam) during January 1, 2004 through July 29, 2009, as a part of your license requirement are SAFE Act state test compliant.

The PE and state test will be submitted to NMLS for certification on **May 1, 2010**. MLOs must log into [NMLS](#) to view certified education and testing information.

MLOs that are not SAFE Act compliant will need to register and complete the NMLS approved 20 hour PE course and or test (s) by the deadline of **July 31, 2010** through NMLS. Failure to become SAFE Act compliant will prevent renewal of your MLO license.

Please note: All MLOs must take the national component of the SAFE Act test.

### Is the certification process really over?

No, the final phase of the certification process for MLOs is to pay the fees associated with the submission of their education and testing records in NMLS from the various states. As soon as a state successfully uploads a data file, the licensees on the list will be notified by email that they must:

- access NMLS
- pay the processing fee (\$5, \$15, or \$20)

Upon successful payment, the licensee's record will reflect the completion of state test results and/or the completion of pre-licensure education. It is crucial that your email address remain current in NMLS. All notifications are sent electronically to the email address on record in NMLS.

## Enforcement

By David Picard, Enforcement Director



The investigative branch of the NCCOB is the Enforcement Division ("ED"). The ED conducts high quality investigations focused on violations of state and federal laws for the Non-Depository Entities Division. It also handles referrals of consumer complaints to our agency's mission to support and maintain the integrity of the financial services industries of the state. Investigative activities include:

1. Handling of consumer complaints to ensure effective enforcement of North Carolina laws and regulations.
2. Investigation and prosecution of consumer protection statutes for which NCCOB is the designated enforcement authority to provide remedies to consumers harmed by actions of related entities.

The ED is comprised of a Director, four Financial Investigators and a Financial Analyst. In 2009, the ED opened and investigated 107 cases which resulted in numerous enforcement actions and criminal referrals. The ED actively makes referrals to local, state, and federal law enforcement agencies and prosecutors offices of cases where there are criminal violations that have been determined from the investigations conducted by the unit. In the past year, the ED has made 20 referrals to law enforcement entities which resulted in criminal charges filed on at least seven individuals in four different North Carolina counties—Durham, Guilford, Lee and Wake.

The ED is a member of federal mortgage fraud working groups in North Carolina sponsored by various federal departments. ED referrals to federal agencies have resulted in the initiation and prosecution of cases at the federal level. Bank Alert and other regulatory liaison functions are regularly attended by ED personnel.

If you have a complaint or information concerning violations in any of the regulatory areas mentioned, please report them to NCCOB at [www.nccob.gov/complaint](http://www.nccob.gov/complaint), or contact us by mail at 316 West Edenton Street, 4309 Mail Service Center, Raleigh, N.C. 27699-4309.



## Mortgage FAQs

**Q. What are the next steps in the certification process?**

A. The next step in the certification process is to pay the processing fees upon electronic receipt from NMLS.

**Q. Where do I view the certified education and testing information?**

A. You will be able to view the certified education and testing information in NMLS upon payment of the processing fees.

**Q. When does the renewal period begin?**

A. The renewal period begins November 1 and ends December 31, 2010.

**Q. Is continuing education needed in order to renew for 2011?**

A. Yes, as a condition of license renewal you must complete 8 hours of continuing education by December 31, 2010.

**Please note:** Initial licensees are exempt from CE their 1st year of licensing.

**Q. Where do I find the course catalog of NMLS approved courses?**

A. You should search the course catalog [here](#) for courses to meet the CE or PE requirement.

**Q. I just completed my CE for this year. Where do I view the education record?**

A. You should login to your NMLS account to view completed NMLS education credit hours.

**There is no grace period for Continuing Education**

**Q. I just completed the SAFE Act examination, where do I view the testing record?**

A. You should login to your NMLS account to view the test results for the SAFE Act test(s).

**Q. Are there study materials available for currently licensed MLOs to prepare for the exams?**

. The NCCOB doesn't provide any study materials, however, you should review the test information [here](#) for the National Outline and NC State Outline in preparation for the exams. You may also contact an approved education provider to check availability of test preparation courses that they may provide. A complete list of education providers is found in the NMLS course catalog.

**Q. I have a new home address. Who do I need to notify and how do I make these changes?**

A. You should make all changes online through the [Nationwide Mortgage Licensing System](#).

**Q. My email address has changed, is this relevant to my personal record in NMLS?**

A. Yes, a change to your email address is a critical part of the notification system. All notices, and updates are relayed to licensees through the electronic delivery system (via email). If your email address is not current on record, you will not receive notification from NMLS or your state regulator.

**Please keep all email addresses current in NMLS.**



### Important Dates to Remember

- May 1, 2010 - Submission of PE and State Test Certification in NMLS
- June 9, 2010 - Qualifying Individual Orientation Training Session
- July 15 through September 30, 2010 - Online check cashing renewals
- July 31, 2010 - SAFE Act test deadline



## Consumer Affairs

By Tami Hinton,  
Consumer Affairs Director



**Don't let the sun set on this opportunity  
to register for free training**

### **Qualifying Individual Orientation**

The NC Commissioner of Banks has introduced a training program for representatives of recently licensed brokers and lenders that have been approved within the last 60 days. If you missed an earlier opportunity to attend this training, here is another chance to take advantage of this invaluable session. You will meet your state regulators and participate in a casual learning environment while getting the answers to questions that directly affect your business. This is also a time to network with others in the industry.

Companies are invited to participate in this highly recommended training at **no cost** to you.

Our goal is to educate new licensees on the laws and guidelines for operating a successful mortgage company in North Carolina. The class is designed for **managing principals/qualifying individuals and licensing contacts**.

Mark your calendar for the next session to be held **June 9, 2010** at our Raleigh, NC office. If you have personnel who wish to attend, register [here](#) for the classroom or webinar training by the deadline **May 31, 2010**.

The **all day** class will focus on four main areas: licensing, education, examinations, legal and regulatory updates. Registration will begin at 8:30 a.m., so please make travel arrangements accordingly.

We look forward to hearing from you and hope that you will be able to attend the upcoming class. Contact our office at 919.733.0589 if you have questions.

The Consumer Affairs Division of the NCCOB processes complaint inquiries for all entities regulated by the NCCOB. Additionally, the State Home Foreclosure Prevention Project (SHFPP) is managed under this division.

In 2009, there were 3046 complaints filed with NCCOB and 1151 were foreclosure complaints. To file a complaint online go to [www.nccob.gov/complaint](http://www.nccob.gov/complaint).

The SHFPP was created by legislation signed into [law](#) by the Governor on August 17, 2008. The SHFPP is a partnership, led by the Commissioner of Banks, to reduce foreclosures in North Carolina.

The partners include HUD approved non-profit counseling agencies, other state agencies, legal assistance organizations, mortgage servicers, and community organizations. To date, over 3900 foreclosures have been prevented through the SHFPP.

A homeowner facing foreclosure on a subprime loan made between January 1, 2005 and December 31, 2007 should receive a letter from their mortgage servicer 45 days prior to initiating the foreclosure filing process with information on resources available to assist the homeowner in avoiding foreclosure.

Please visit our websites at: [www.fightncforeclosure.org](http://www.fightncforeclosure.org) or [www.ncforeclosurehelp.org](http://www.ncforeclosurehelp.org) for more information on the SHFPP and foreclosure statistics by county.

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**Non-Depository Enforcement Actions from Nov. 2, 2009 through April 6, 2010**

**\*Access supporting documentation at the highlighted link or view all [Enforcements Actions](#).**

04/06/2010	CrossOver Lending Group, Inc	Consent Order	<a href="#">10:023 MBB</a>
04/06/2010	Xie, Tony	Consent Order	<a href="#">10:024 MBB</a>
03/30/2010	Arrushdi, Glenda Garland	Order and Decision	<a href="#">10:075 MBB</a>
03/30/2010	Brown, Dominic Gerard	Consent Order	<a href="#">09:165 MBB</a>
03/30/2010	Mitchiner, Ronald Glennis	Order and Decision	<a href="#">10:012 MBB</a>
03/29/2010	Johnson Quick Tax	Settlement Agreement	<a href="#">10:077 RAL</a>
03/29/2010	Leslie, David M	Order and Decision	<a href="#">10:082 MBB</a>
03/29/2010	Raynor, Amanda Barfield	Order and Decision	<a href="#">10:081 MBB</a>
03/29/2010	Terri A Simmons CPA	Settlement Agreement	<a href="#">10:078 RAL</a>
03/29/2010	Watson Tax Plus	Settlement Agreement	<a href="#">10:076 RAL</a>
03/24/2010	Fowler, Angela Denise	Order and Decision	<a href="#">10:073 MBB</a>
03/24/2010	Howard, Elizabeth Hobbs	Order and Decision	<a href="#">10:072 MBB</a>
03/17/2010	Durham, Jennifer Nicole	Order and Decision	<a href="#">10:069 MBB</a>
03/17/2010	Odell, Leslie Correll	Order and Decision	<a href="#">10:070 MBB</a>
03/17/2010	Stanley, Christina Denise	Order and Decision	<a href="#">10:068 MBB</a>
03/09/2010	Rhodes, Lionel Kendall	Order and Decision	<a href="#">10:060 MBB</a>
03/03/2010	Christian, Melanie Watson	Order and Decision	<a href="#">10:058 MBB</a>
03/03/2010	Crimm, Joel Lindsey	Order and Decision	<a href="#">10:059 MBB</a>
03/03/2010	Godin, David Jerome	Notice of Hearing	<a href="#">10:055 MBB</a>
03/02/2010	Buckner, Charity Reid	Order and Decision	<a href="#">10:057 MBB</a>
03/02/2010	Mullins, Donna Marie	Notice of Hearing	<a href="#">10:056 MBB</a>
02/26/2010	Carter, Kelvin Terrence	Notice of Hearing	<a href="#">10:051 MBB</a>
02/26/2010	Frink, Martina Gause	Order and Decision	<a href="#">10:054 MBB</a>
02/26/2010	Vanderbilt Mortgage and Finance, Inc.	Consent Order	<a href="#">10:050 MBB</a>
02/25/2010	Harris, Sharon Nichols	Order and Decision	<a href="#">10:053 MBB</a>



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**Non-Depository Enforcement Actions from Nov. 2, 2009 through April 6, 2010 (Continued)**

02/25/2010	Ware, III, Preston	Order and Decision	<a href="#">10:052 MBB</a>
02/22/2010	NFS Loans, Inc.	Order and Decision	<a href="#">09:087 MBB</a>
02/22/2010	Perkins, Anthony	Order and Decision	<a href="#">09:088 MBB</a>
02/16/2010	Booth, Melissa Lynne	Order and Decision	<a href="#">10:042 MBB</a>
02/16/2010	Moore, Kerry Lynn	Order and Decision	<a href="#">10:043 MBB</a>
02/16/2010	Wilson, Shirley Hemric	Order and Decision	<a href="#">10:044 MBB</a>
02/15/2010	Duell, Jr, Willie Odell	Order and Decision	<a href="#">09_071A MBB</a>
02/09/2010	Blaylock, Denise	Voluntary Surrender and Order	<a href="#">10:035 MBB</a>
02/08/2010	Palermo, Tony	Order and Decision	<a href="#">10:037 MBB</a>
02/08/2010	Weaver, Matthew Theodore	Order and Decision	<a href="#">10:038 MBB</a>
02/04/2010	IMS Mortgage Service, Inc.	Consent Order	<a href="#">10:040 MBB</a>
02/04/2010	Payne, Chuck N	Consent Order	<a href="#">09:054 MBB</a>
02/02/2010	Davis, Teresa Jackson	Order and Decision	<a href="#">10:031 MBB</a>
01/28/2010	Bergstresser, Jamie	Order and Decision	<a href="#">10:026 MBB</a>
01/28/2010	Hudson, Timothy Kirk	Order and Decision	<a href="#">10:025 MBB</a>
01/28/2010	Pierce, Mark Steven	Order and Decision	<a href="#">10:027 MBB</a>
01/22/2010	Johnston, Mr., Curtis Boyd	Order and Decision	<a href="#">10:022 MBB</a>
01/22/2010	Martells, Kirk	Voluntary Surrender and Order	<a href="#">09:169 MBB</a>
01/19/2010	Hill, Joeline Marie	Order and Decision	<a href="#">10:020 MBB</a>
01/19/2010	Sherrill, Kristen Nicole	Order and Decision	<a href="#">10:019 MBB</a>
01/19/2010	Young, Leslie B.	Order and Decision	<a href="#">10:021 MBB</a>
01/15/2010	Alligood, Nicole Ann	Order and Decision	<a href="#">10:015 MBB</a>
01/15/2010	Claiborne, Rebecca Lynn Matthews	Order and Decision	<a href="#">10:009 MBB</a>
01/15/2010	Cobb, Tonya Juanal	Order and Decision	<a href="#">10:016 MBB</a>
01/15/2010	Connelly, Stacie Marie	Order and Decision	<a href="#">10:018 MBB</a>
01/15/2010	Walker, Kelly Denise	Order and Decision	<a href="#">10:017 MBB</a>
01/14/2010	Clifton, Angelia Massey	Order and Decision	<a href="#">10_008 MBB</a>
01/14/2010	Cochran, Toni Michele	Order and Decision	<a href="#">10:003 MBB</a>
01/14/2010	Jordan, Gregory Andrew	Order and Decision	<a href="#">10_007 MBB</a>

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**Non-Depository Enforcement Actions from Nov. 2, 2009 through April 6, 2010 (Continued)**

01/14/2010	Vinson, Kimberly M	Order and Decision	<a href="#">10:006 MBB</a>
01/14/2010	WILLOUGHBY, HOLLY NORRIS	Order and Decision	<a href="#">10:004 MBB</a>
01/13/2010	Esser, Joseph	Order and Decision	<a href="#">10:002 MBB</a>
01/13/2010	KELSEY, PETER WITHROW	Order and Decision	<a href="#">10:014 MBB</a>
01/13/2010	Mortgage Network, Inc.	Consent Order	<a href="#">10:013 MBB</a>
01/13/2010	Nile, Stacy Lee	Order and Decision	<a href="#">10:001 MBB</a>
01/11/2010	Uhl, Rex Lee	Order and Decision	<a href="#">09:172 MBB</a>
01/07/2010	Herrera, Damien Michael Lee	Notice of Hearing	<a href="#">10:10 MBB</a>
01/06/2010	BGO, LLC	Consent Order	<a href="#">10:011 MBB</a>
01/06/2010	Osborne, Angelia Johnson	Voluntary Surrender and Order	<a href="#">09:171 MBB</a>
01/05/2010	KING, ANITA OUTLAW	Consent Order	<a href="#">09:161 MBB</a>
12/18/2009	DiMotta, Joseph A	Order and Decision	<a href="#">09:170 MBB</a>
12/18/2009	Laney Jr, Mr, Larry Eugene	Order and Decision	<a href="#">09:1450MBB</a>
12/14/2009	WASHINGTON, CAROL ELAINE	Order and Decision	<a href="#">09:168 MBB</a>
12/04/2009	Logie, Brian Anthony	Order and Decision	<a href="#">09:119 MBB</a>
12/02/2009	MUMA, JAY ALAN	Order and Decision	<a href="#">09:144 MBB</a>
12/02/2009	Siegal, Dylan	Notice of Hearing	<a href="#">09:166 MBB</a>
11/18/2009	Anderson, Robert C	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Bailey, Jr., Roger	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Bergwall, Todd A.	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Church, Andres M.	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	First Priority Mortgage & Finance, Inc.	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Floyd, Daryl DeVaughn	Voluntary Surrender and Order	<a href="#">09:160 MBB</a>

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**Non-Depository Enforcement Actions from Nov. 2, 2009 through April 6, 2010 (Continued)**

11/18/2009	Good, Gary	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	K&B Homebuilders, Inc.	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Lacefield, Gary E.	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	McCuen, Marina Rosa	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Parris, Dennis	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Phoenix Housing Group, Inc. d/b/a Homes America	Notice of Hearing	<a href="#">09_162 MBB</a>
11/18/2009	Reed, Susan	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Setzer, Dennis	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Starkey, Jr., William R.	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Varsamis, George William	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Vinson, Isaac	Notice of Hearing	<a href="#">09:162 MBB</a>
11/18/2009	Woods, Joseph A	Voluntary Surrender and Order	<a href="#">09:164 MBB</a>
11/18/2009	WR Starkey Mortgage, LLP	Notice of Hearing	<a href="#">09:162 MBB</a>
11/16/2009	Lewis, Christy Tiana	Notice of Hearing	<a href="#">09:163 MBB</a>
11/13/2009	Custer, Richard Paul	Notice of Hearing	<a href="#">09:151 MBB</a>
11/13/2009	FLEMING, III, VAN CALVIN	Notice of Hearing	<a href="#">09:158 MBB</a>
11/13/2009	hawkins, michael theodore	Notice of Hearing	<a href="#">09:153 MBB</a>
11/13/2009	OLIVEAU, MARK WILLIAM	Notice of Hearing	<a href="#">09:157 MBB</a>
11/13/2009	Oliver, William Bryan	Notice of Hearing	<a href="#">09:156 MBB</a>
11/13/2009	Overman, Misty Dawn	Notice of Hearing	<a href="#">09:155 MBB</a>
11/13/2009	PICKENS, PAMELA CHAR-LENE	Notice of Hearing	<a href="#">09:152 MBB</a>
11/12/2009	Howell, Robert A	Order and Decision	<a href="#">09:120 MBB</a>
11/12/2009	Yerges, Janette Marie	Order and Decision	<a href="#">09:159 MBB</a>
11/06/2009	Kwak, Seok Won	Notice of Hearing	<a href="#">09:147 MBB</a>
11/05/2009	Larsen, Lorie Lee	Order and Decision	<a href="#">09:154 MBB</a>
11/02/2009	Raulerson, David M	Notice of Withdrawal of Notice of Hearing	<a href="#">09:129 MBB</a>

## Licensing Statistics as of March 31, 2010

### Mortgage Company License - Approved

Mortgage Brokers	240
Mortgage Lenders	343
Mortgage Servicers	43

### Mortgage Individual License - Approved

Loan Officers	6,438
Exclusive Mortgage Brokers	210

### Consumer Industries License—Approved

Check-Cashers	362
Consumer Finance Licensees	82
Refund Anticipation Loan Facilitator Registrants	872
Money Transmitters	69

## Contact Information

N.C. Office of the Commissioner of Banks  
316 W. Edenton Street (physical location)  
Raleigh, NC 27603

4309 Mail Service Center (mailing address)  
Raleigh, NC 27699-4309

Phone:  
919.733.3016 Main Number

Fax:  
919.733.6918 Main

### Mortgage

Phone:  
919.733.0589

Fax:  
919.733.2978 Mortgage

Email:  
[Mortgage@nccob.gov](mailto:Mortgage@nccob.gov)

### Consumer Industries

Phone:  
919.733.3016

Fax:  
919.733.6918

Email:  
[ConsumerIndustries@nccob.gov](mailto:ConsumerIndustries@nccob.gov)

### Nationwide Mortgage Licensing System (NMLS)

Web address:  
<http://www.stateregulatoryregistry.org/>

NMLS — Help Desk: 240.386.4444

File a complaint at:  
<https://www.nccob.org/Online/CTS/ComplaintOnline.aspx>